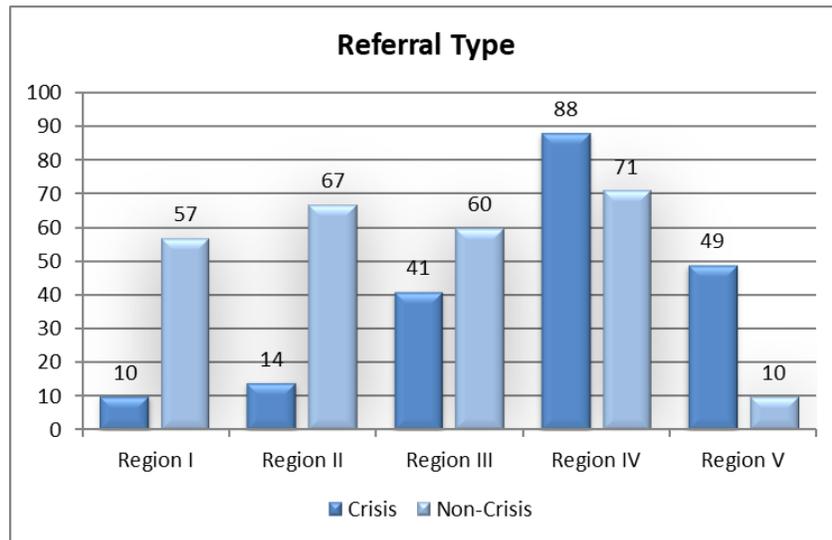
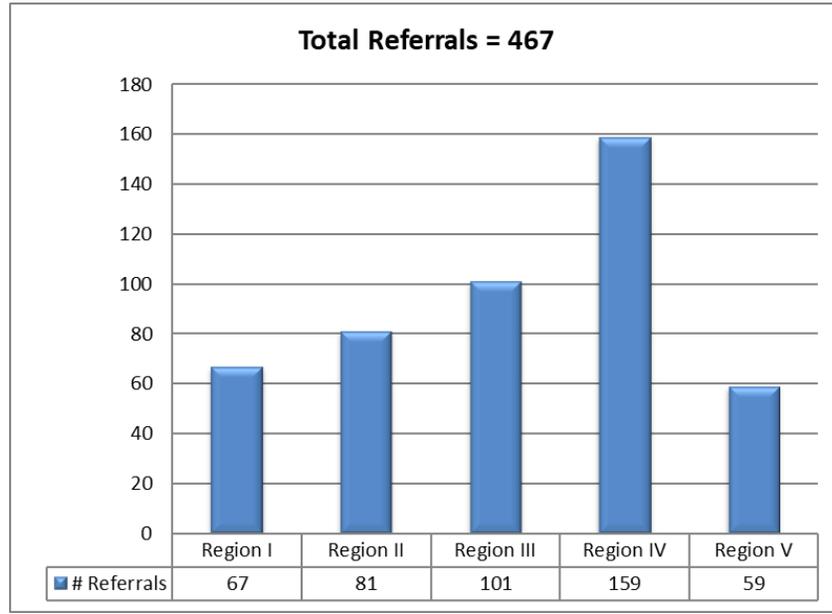


REACH Data Summary Report-Adult: Q3/FY23

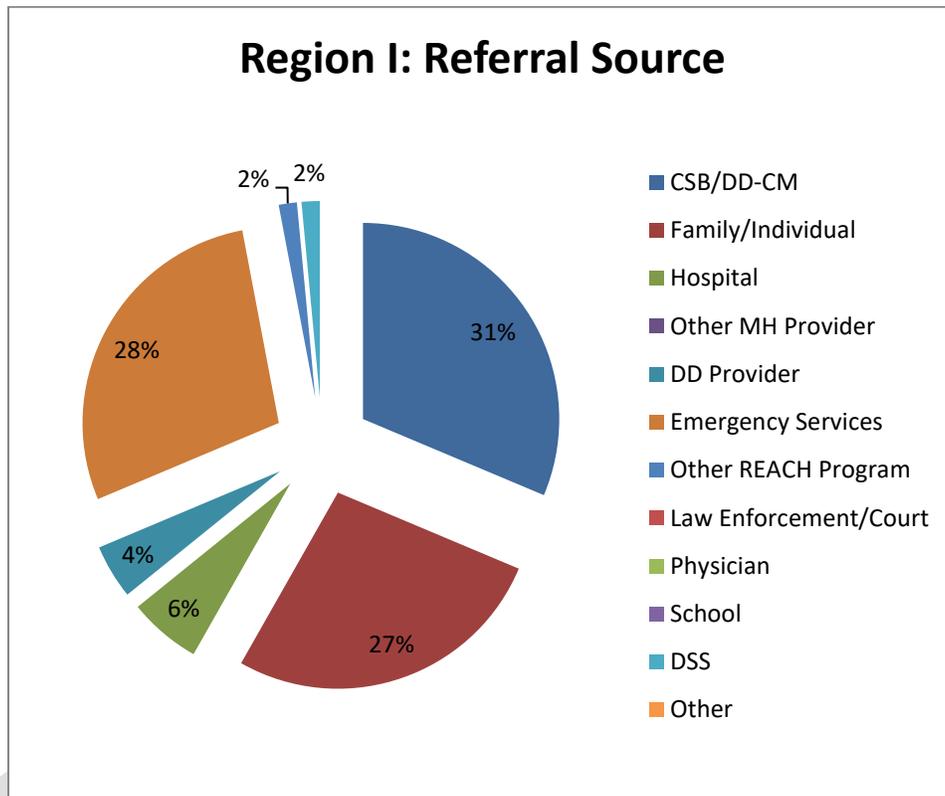
This report provides data summarizing the referral activity, service provision, and residential outcomes for adults served by the REACH programs during the third quarter of fiscal year 2023.

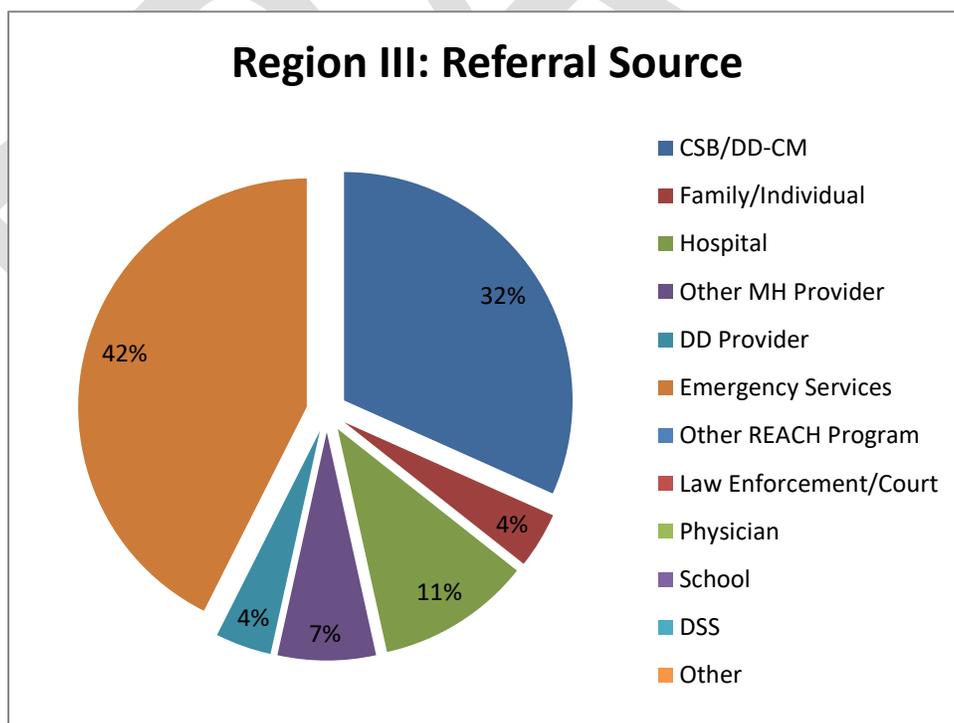
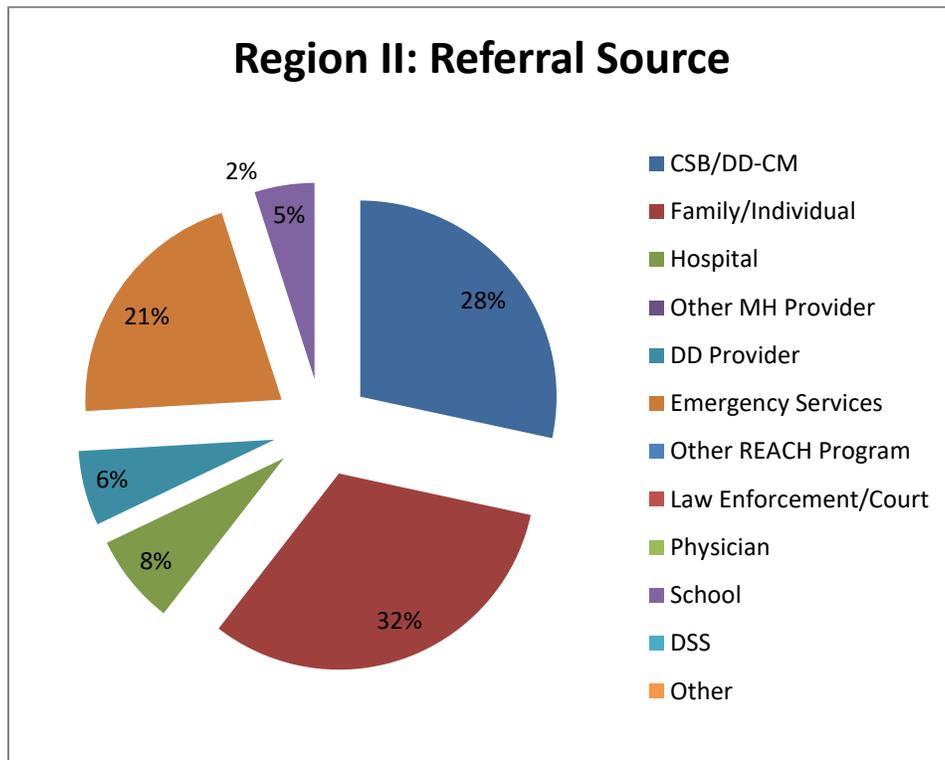
REACH Referral Activity

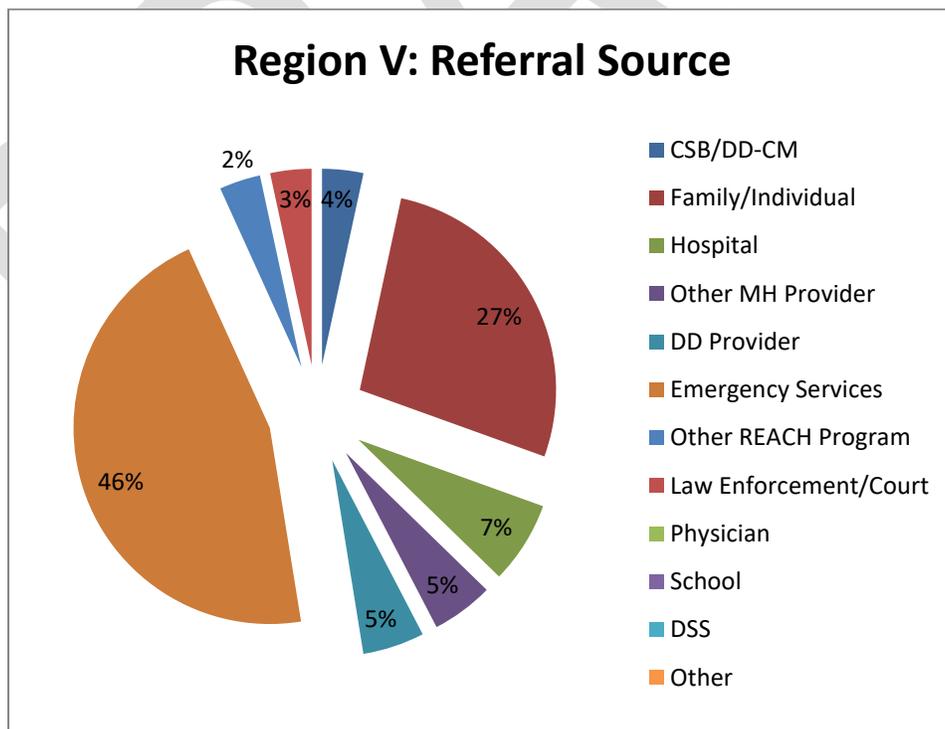
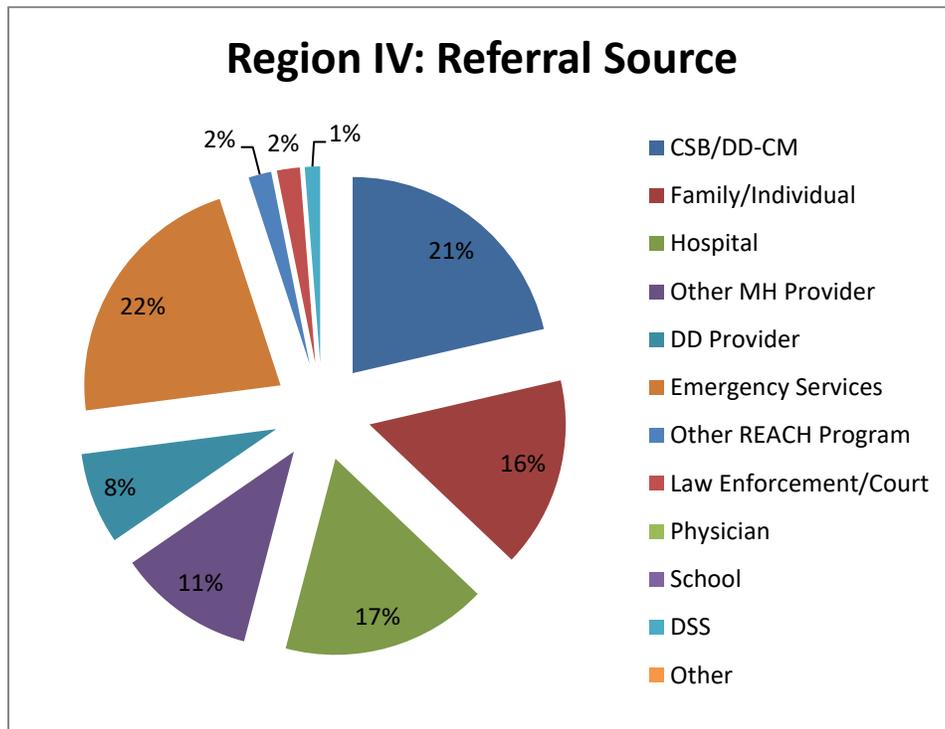


For FY23 Q3, there was a decrease in total referrals as compared to FY23 Q2, 481 to 467. The data regarding the breakdown of types of referrals for Regions I, II, III denote more non-crisis referrals than crisis referrals, whereas Regions IV and V received more crisis referrals in the third quarter.

Referral activity is also considered by differentiating the source of the request for service. The following five charts show a breakdown by Region of referral source data. Referral sources cover a broad range of stakeholders when the state is considered as a whole, and primary referral sources vary by Regions of the state.







The table below provides a breakdown of referrals by days of the week, ranges of time, and weekends/holidays. Monday through Friday is consistently the prime days for referrals with the 7:00 a.m. to 2:59 p.m. time frame being higher than 3 p.m. to 10:59 p.m. time frame in which most referrals occur.

Referral Time	Region I	Region II	Region III	Region IV	Region V	Total
Monday - Friday	62	75	82	131	42	392
Weekends/Holidays	5	6	19	28	17	75
7am - 2:59pm	37	54	50	85	16	242
3pm - 10:59pm	24	22	38	58	33	175
11 pm - 6:59 am	6	5	13	16	10	50

Also, of interest to the Commonwealth is ensuring that the REACH programs serve the DD community in its entirety and effectively. The table below summarizes the breakdown of individuals referred to REACH with an intellectual disability (ID) only, an intellectual and other developmental disability, developmental disability exclusive of ID, and unknown or no developmental disability. “Unknown” refers to individuals who are still in the referral process at the end of the quarter and documentation of disability is being verified, and “None” references individuals for whom a referral was taken but diagnostic criteria were not substantiated. During the third quarter, RII and R1 supported more individuals with “DD only”. Individuals with only the diagnosis of ID continue to be the highest denoted subgroup supported by the Adult REACH programs.

Diagnosis	Region I	Region II	Region III	Region IV	Region V	Total
ID only	20	18	55	79	22	194
DD only	25	48	32	56	16	177
ID/DD	22	14	13	22	15	86
Unknown/None	0	1	1	2	6	10
Total	67	81	101	159	59	467

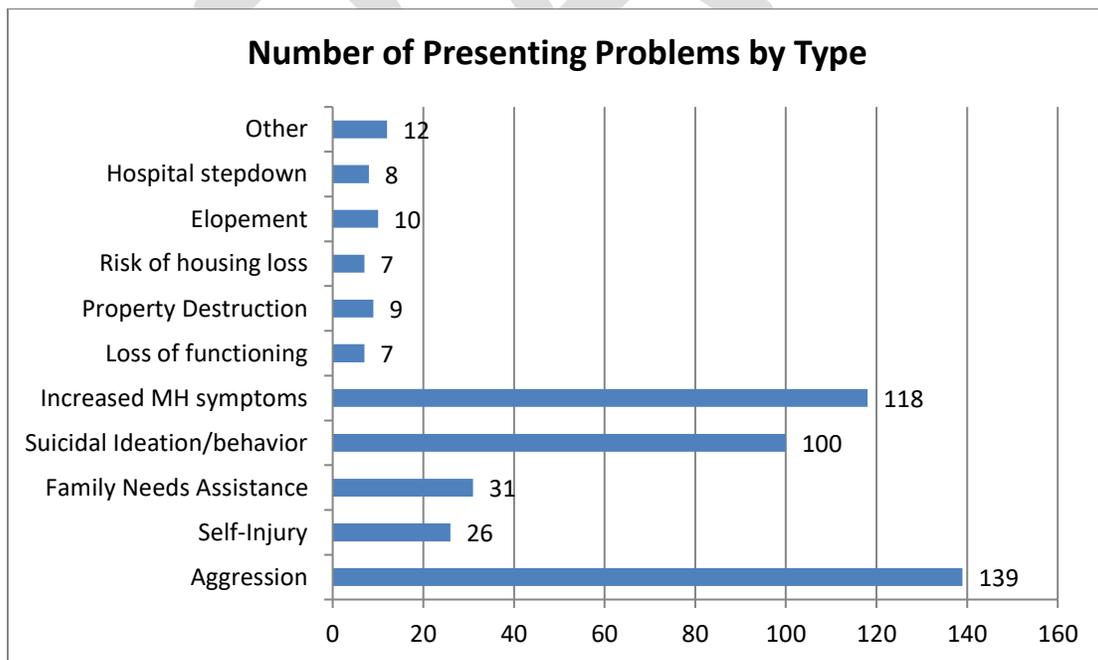
In terms of what type of clinical issues bring individuals to the REACH programs for support; aggression and increased MH symptoms continue to be the main reasons for referral during FY23Q3, with suicidal ideation as the third most common reason for referral. Previous quarters indicated that it was the third highest referral reason. Aggressive behavior includes physical aggression and verbal threats. This pattern remains consistent from the previous quarter.

Following the summary table below, a graph presents the same information aggregated across all five REACH Regions.

Presenting Problems

	Region I	Region II	Region III	Region IV	Region V	Total
Aggression	23	22	24	46	24	139
Self-Injury	4	4	6	8	4	26
Family Needs Assistance	2	6	1	18	4	31
Suicidal Ideation/behavior	10	16	28	34	12	100
Increased MH symptoms	24	27	27	31	9	118
Loss of functioning	0	1	2	1	3	7
Property Destruction	0	2	0	4	3	9
Risk of housing loss	2	1	3	1	0	7
Elopement	0	1	4	5	0	10
Hospital stepdown	1	1	0	6	0	8
Other	1	0	6	5	0	12

Other: CTH Stepdown, Jail Stepdown, Connection to Services, Homicidal Ideations, and Unsafe Community Behavior

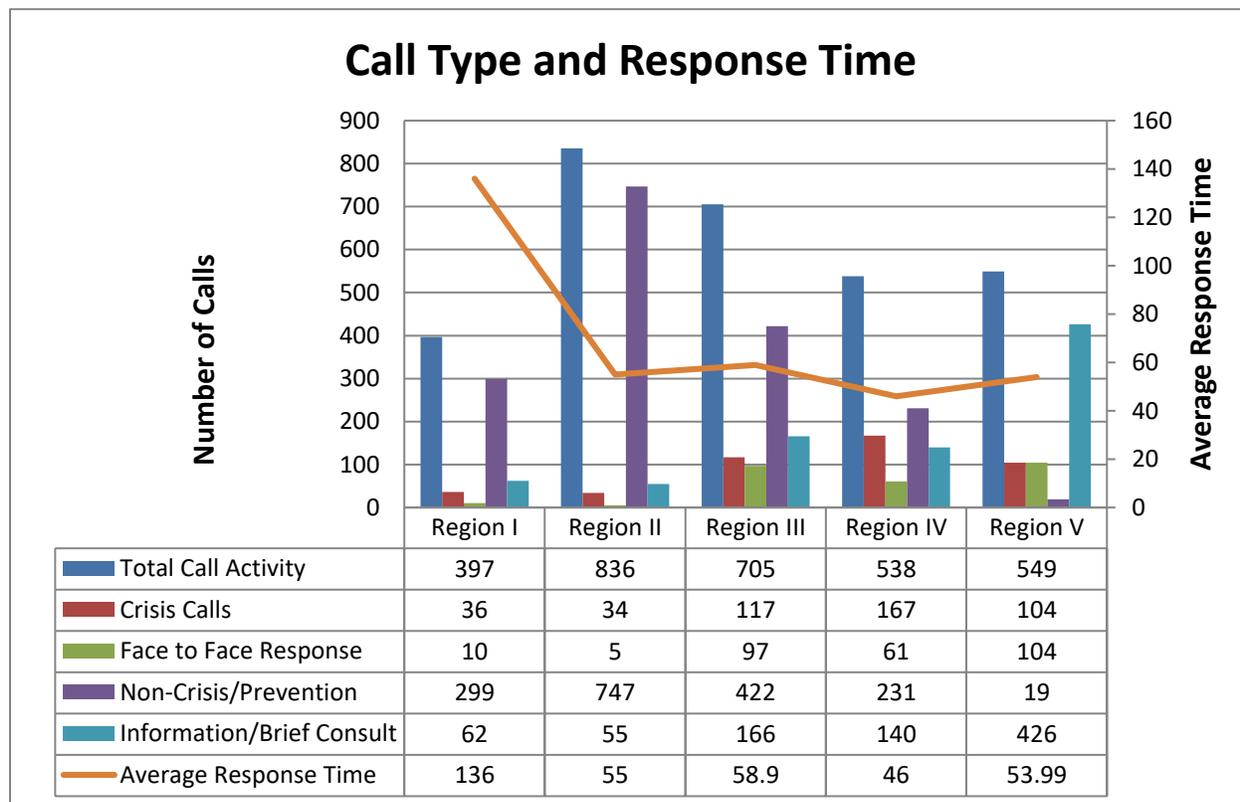


REACH Crisis Response

Each of the five regional REACH programs operates a crisis line 24-hours per day, seven days per week. Arriving calls may be from existing REACH consumers or from systems in the midst of an escalating situation. Calls are responded to in one of two ways: either by telephone consultation or through an on-site, face-to-face assessment and intervention. Because the crisis line allows an individual to access a trained clinician 24/7, it is being used more and more frequently by REACH clients and their circles of support to maintain stability or to assist the individual in problem solving through a stressful situation. The “crisis” line is a primary tool of prevention for some of the programs. REACH clinicians are expected to respond in-person to situations that meet the acuity level of a crisis, and this includes partnering with emergency services prescreening staff when a Temporary Detention Order is being considered. Non-crisis calls that are received by the programs are understood to serve a preventive role and may be a prescribed element within a written Crisis Education and Prevention Plan (CEPP). Domains of interest related to crisis line activity include the following:

- Crisis calls
- Non-crisis/Prevention
- Information/brief consult
- In-person assessment/intervention
- Total crisis line activity
- Average response time

A summary of information related to these elements is depicted in the graph on the following page. Please note that this graph encompasses all calls received on the crisis line during the review cycle. It includes on-site responses to existing REACH clients, repeat calls from individuals, as well as new referrals who may be contacting REACH for the first time. Therefore, call totals, when combined across categories will exceed the total number of referrals for the quarter. As has been noted before, crisis line activity and referral activity are best understood as separate elements.



The average response time is graphed on a secondary axis represented by the orange line. Noted in the data listed above is the impact of COVID in relation to the in-person crisis responses (“face to face response”). Due to precautions related to COVID all programs have utilized some telehealth options in order to continue to be a provide crisis response. The number of responses via telehealth for each region varied with all regions providing increased numbers of face to face response again this quarter. Overall call activity increased from FY23Q2 of 2,667 to 3,025 in FY23Q3. Crisis call activity decreased from 470 calls in FY23Q2 to 458 calls in FY23Q3. The respective regions experienced the following face to face response to calls during the third quarter of FY23: Four out of the five regions met expectations as denoted in the REACH Program Standards regarding average time to respond to the scene of the crisis event for those responded to face to face. Regions II and IV must have an average response time of within one hour as designated as urban setting and Regions I, III, and V within two hours as designated rural setting. Region I provided 72% of their response via tele health, Region II 52%. Region III 17%, Region IV at 63%, and Region V 0%. The table on the next page offers a more detailed picture of response time data by breaking it into 30-minute increments. Traffic congestions/distance, and multiple calls were the reasons given for delays in response. This is consistent with the previous quarter.

Response Time

	Region I	Region II	Region III	Region IV	Region V	Total Calls
Response Interval: 0 - 30	3	0	30	17	22	72
Response Interval: 31 - 60	0	4	28	36	30	98
Response Interval: 61 - 90	2	0	17	4	29	52
Response Interval: 91 -120	1	1	15	3	15	35
Response Interval: 120+	4	0	7	1	8	20
Total	10	5	97	61	104	277

For those at +120 multiple calls, traffic/distance were a factor in not meeting timeframe.

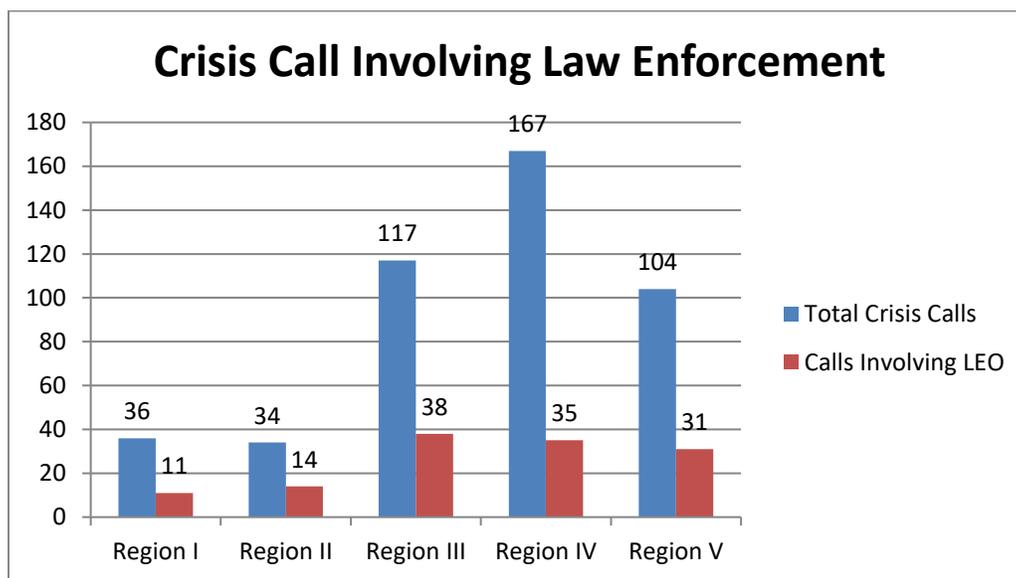
Location of Crisis Assessments

Assessment Location	Region I	Region II	Region III	Region IV	Region V	Total
Individual Home/Family Home	5	2	9	20	20	56
Hospital/Emergency Room	29	23	56	115	69	292
Emergency Services/CSB	2	6	15	3	3	29
Residential Provider	0	3	34	0	11	48
Police Station	0	0	0	26	0	26
Day Program	0	0	2	2	1	5
School	0	0	0	0	0	0
Other	0	0	1	1	0	2
Total	36	34	117	167	104	458

Other response settings include store parking lot and Super 8 motel

When indicated, the REACH programs are expected to arrive at the physical site of the crisis event, regardless of the nature of the setting. The table above provides a summary of the various locations where mobile crisis assessments took place over the course of FY23Q3. The location of assessments listed in the chart includes both those assessments completed by a REACH staff “in-person” and those completed via telehealth. The location denotes where the individual was located when the assessment occurred. During FY23Q3 the number of individuals assessed in family homes decreased from 95 in FY23Q2 to 56, emergency room assessments increased from the last quarter from 249 to 292 in the third quarter. Assessment locations in an emergency services/CSB decreased from 41 to 29 this quarter, and the residential provider location decreased 70 to 48 individuals in the third quarter. Both COVID and low staffing numbers impacted certain locations of service. The data denotes that in the third quarter of FY23, 63% of all assessments occurred

outside of a hospital emergency department. This is an increase from 47% in FY23 Q2. The data denotes a continued increase in law enforcement presence for the third quarter as compared to the previous quarter, 20.2% to 28.2%.

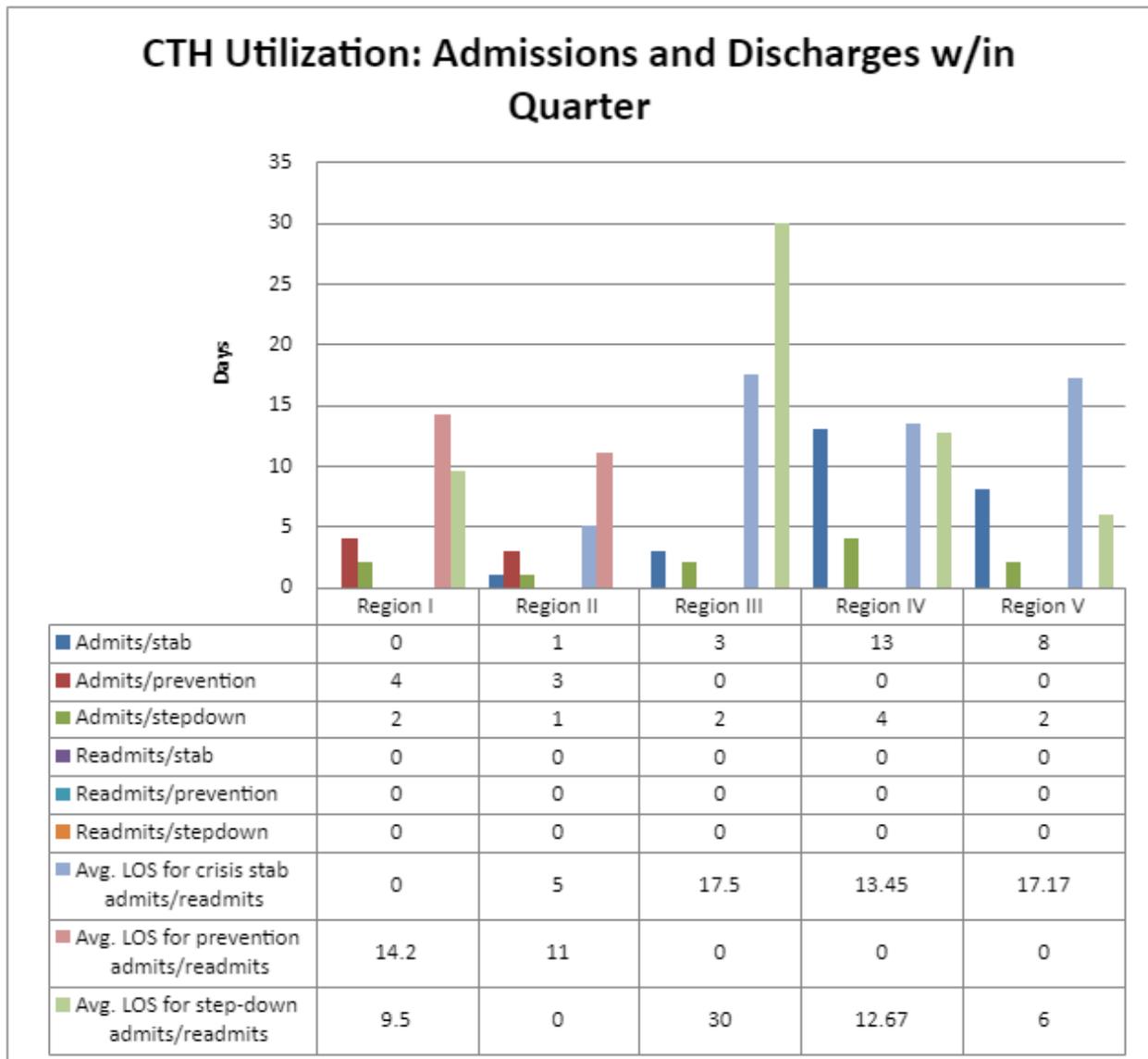


Crisis Therapeutic House

Each of the five REACH programs operates a Crisis Therapeutic Home (CTH) that accepts crisis stabilization admissions, step downs from hospitals and jails, and planned preventive stays. Region specific information such as type of stay, length of stay, readmissions, and waitlists is presented in the graph on the next page. Due to the large variability in average length of stay (LOS) as a result of individuals being admitted with no disposition, the chart depicting CTH utilization was modified in FY20 to reflect only those individuals who were admitted or readmitted and discharged in the quarter. All other individuals who were admitted in previous quarters and discharged in this quarter will have their LOS data reflected in the narrative and table on pages 11 and 12. These particular individuals also will be included in the data on the chart “Dispositions by Service Type” under “CTH”.

The Commonwealth has been closely monitoring capacity of REACH programs across the Commonwealth. In all instances, the CTH is working with the CSB to ensure the individual is linked to appropriate supports and services. All programs are responsible for working with the Department as well to ensure that the system is working together to ensure an appropriate resolution and placement for the individual being supported. Additionally, the Department is working to address follow-through on services to ensure all parties are working diligently to

address the needs of individuals without disposition. The next chart denotes within the third quarter admissions/readmissions across all Regional programs. During FY23Q3, there were 25 crisis stabilization admissions, 7 prevention admissions, and 11 step-down admissions reflecting an increase of 7 in the number of crisis, decrease of 1 in prevention admissions, and increase of 2 in step down admissions in the third quarter of FY23.

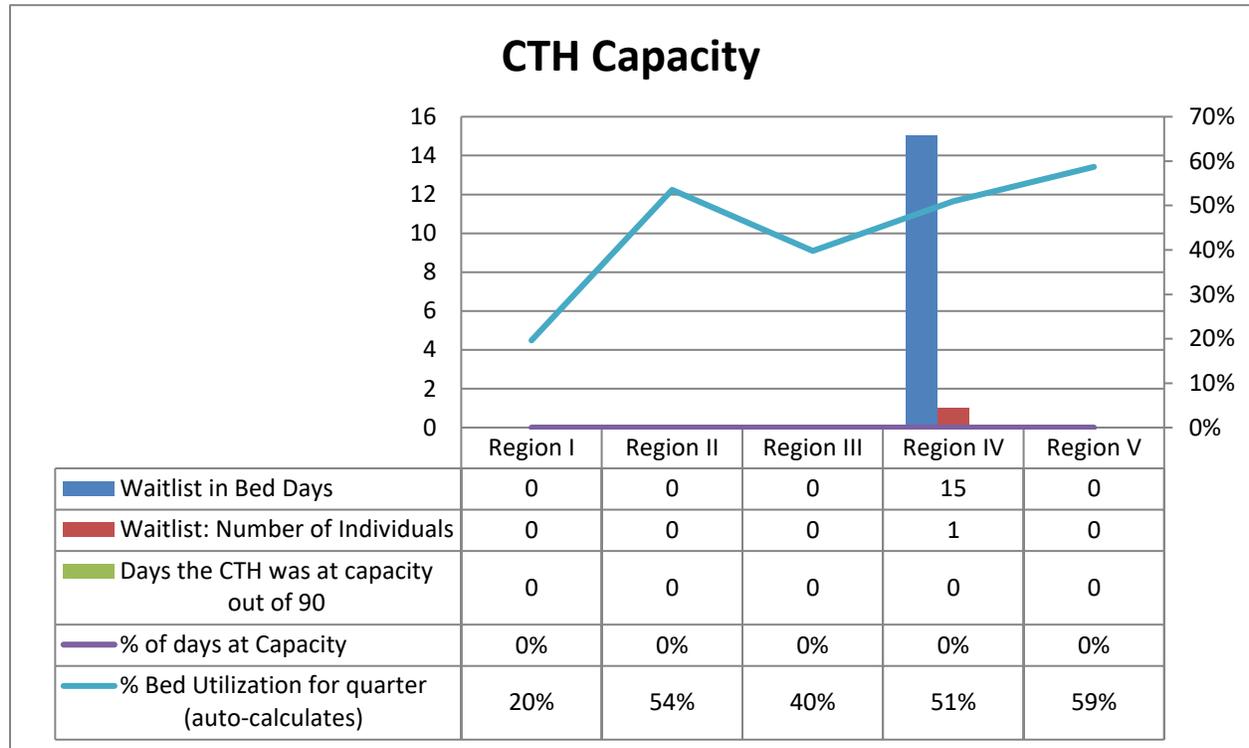


The average length of stay reflected for each type of admission on the previous chart reflects that for all Regions, the admissions were within the expected average length of stay. Across all

Regions for those individuals who were admitted in a previous quarter to the CTH and discharged in this quarter, the data is as follows: 5 crisis stabilization admissions with LOS ranging from 12 to 95 days, 4 step-down admissions with LOS ranging from 94 to 176 days, and 2 prevention stays with LOS ranging from 22-81 days. There is also 1 emergency admission with a length of stay of 19 days. These discharged individuals are in addition to those individuals admitted and discharged within the quarter. The following table reflects more specific information by person regarding length of stay, region, and type of admission.

LOS: Individuals Admitted Previously and Discharged w/in Quarter			
Region	Individual	Type of Admission	Total LOS (days)
Region I	Person 1	Crisis Stab	12 days
	Person 2	Prevention	22 Days
Region II	Person 1	Stepdown	120 days
	Person 2	Stepdown	147 days
Region III	Person 1	Emergency	19 days
	Person 2	Stepdown	176 days
Region IV	Person 1	Crisis Stab	57 days
	Person 2	Crisis Stab	60 days
Region V	Person 1	Crisis Stab	95 days
	Person 2	Prevention	81 days
	Person 3	Stepdown	94 days
	Person 4	Crisis Stab	17 days

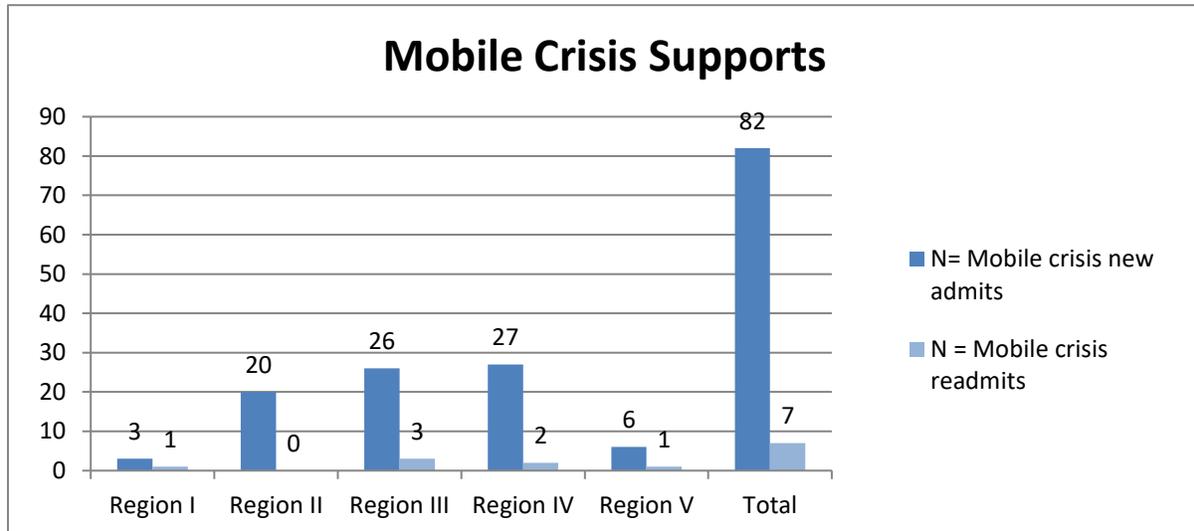
The graph on the next page provides information regarding CTH capacity. Please note that waitlist days are *not* consecutive. This number reflects the cumulative number of days across the quarter when a bed was not available when requested for an *appropriate* admission to the CTH. The information provided in the graph includes both the number of days when each of the five CTHs was at capacity in the quarter and how many of the beds were utilized. The bed utilization rate for the Crisis Therapeutic Homes ranged from 20% to 59% during the third quarter. Admissions were below occupancy rate in all Crisis Therapeutic homes (CTH). Occupancy this quarter in Regions I through V for bed utilization was 20%, 54%, 40%, 51%, and 59%, respectively. All five regional REACH programs experienced the impact of a continued nationwide staffing shortage which impacted the ability to maintain full occupancy of 6 beds due to health and safety guidelines impacting available staff to client ratio as licensed providers during the third quarter of FY23.



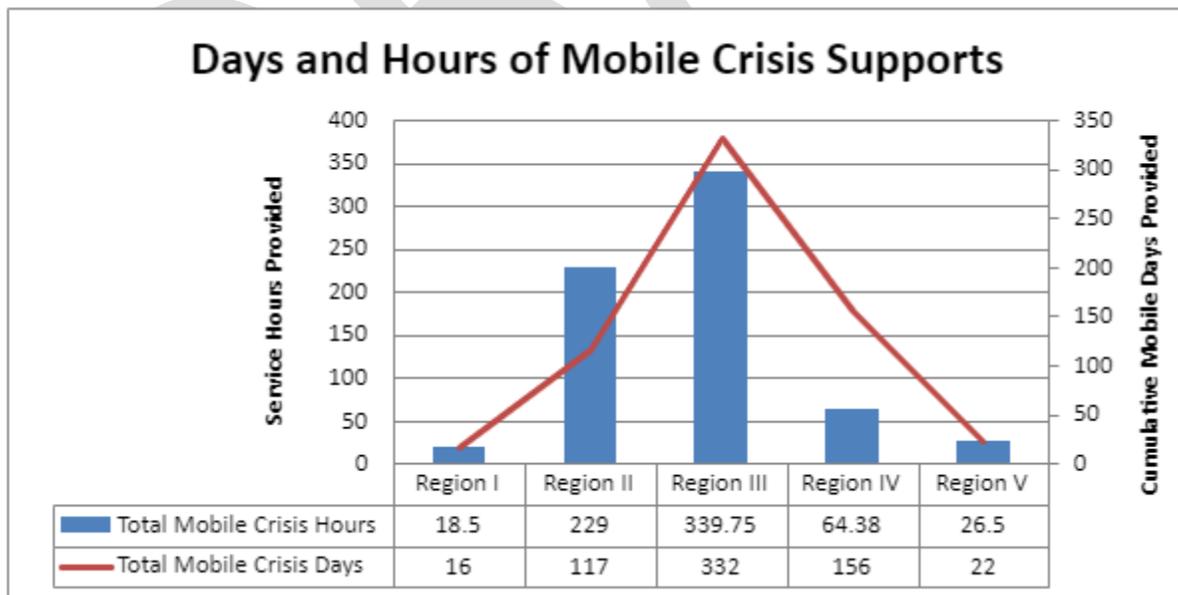
Beds Used Out of 540 Beds Available: 106 289 215 275 317

Community Mobile Crisis Stabilization

Community-based, mobile crisis supports are one of the key services that the REACH programs provide. These services are provided in the home or community setting as an immediate result of a crisis event. It is especially important to the REACH model because it impacts and benefits not only the individual but their immediate support system as well. Generally, these supports are successful in stabilizing the situation and being part of the solution for obviating out-of-home placement. The chart on the next page depicts admissions activity for the community mobile crisis supports provided by the regional programs. The total number of new admissions supported through mobile crisis services decreased this quarter with 106 in FY23Q2 and 82 in FY23Q3. The total number of readmissions decreased this quarter with 17 in FY23Q2 to and 7 in FY23Q3.



In addition to collecting information related to the number of admissions into the mobile crisis supports, data related to service provision is also collected for review. The chart below summarizes both the number of hours of crisis intervention and/or stabilization services offered by each region. On the secondary axis, the cumulative number of mobile days provided to the individuals and families/providers across the quarter is shown.

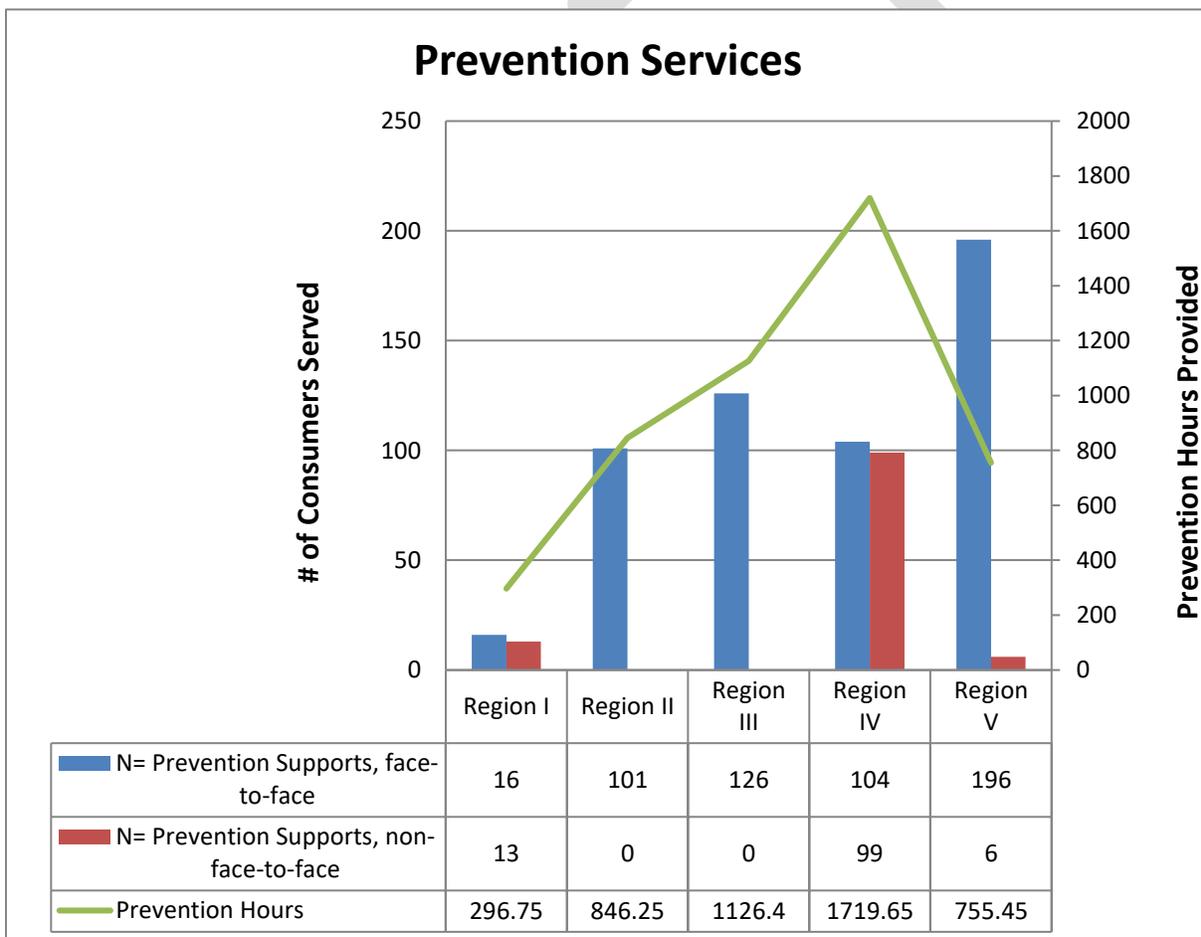


Mobile crisis stabilization services typically involve REACH clinicians going to the homes, day program, work site, or recreational site frequented by the individual to work with them on developing and practicing coping skills, and problem-solving situations that arise in the settings where they spend their time. Concurrently, they assist care providers in learning to work successfully with the people they serve. This may involve helping them to effectively coach the individual through the use of a coping strategy during periods of distress, enhancing their communication skills, or making modifications to the environment or daily routine. Overall, the regional programs provided a decreased in crisis hours from 857.15 in FY23Q2 to 678 in FY23Q3 of mobile crisis supports across 643 days. Generally, individuals are provided with crisis service for about 3 to 5 days with a targeted average per day of 2 hours. The third quarter data shows a range of between 1-16 days of services provided with a range of 2.2 to 11.5 average hours per case. All regions continued to provide a mix of in-person and telehealth due to the pandemic. All regions are actively working to return to face to face/in person crisis response as staffing numbers increase and COVID precautions reduce across all regions. Data for the present quarter regarding the range in crisis service days, as well as the average number of days and hours crisis supports were in place, is as follows:

Service Unit	Region I	Region II	Region III	Region IV	Region V
Range of Days	2-6	1-8	1-15	2-16	3-4
Average Days/ Case	4.0	5.9	11.4	5.4	3.1
Average Hours/Day	1.2	2.0	1.0	0.4	1.2
Average Hours/Case	4.6	11.5	11.7	2.2	3.8

REACH also provides ongoing community-based services to the individuals and their support system that is more “preventative” in nature. Mobile prevention services consist of face to face, community-based services that target deterring future crisis situations via ongoing education and practice on emerging skills, training on individualized strategies with the support system, and continued linkages to other necessary services as needed. In comparison to mobile crisis supports, mobile prevention services are provided at a titrated frequency and do not occur as the

immediate result of a crisis situation. More specifically, individuals included in mobile prevention services may be those who stepped down from mobile crisis support or those that were referred to the program in a non-crisis situation. At times, prevention services may include individuals who are offered mobile crisis support immediately following a REACH crisis response but do not elect to access REACH services until sometime after the crisis was stabilized. FY23 quarter three as in the previous quarter were impacted by COVID precautions, all prevention services (e.g. telephonic communication) are included in the total number of prevention hours provided across each program. These metrics are displayed via the blue column, red column, and green line, respectively, with the green line corresponding to the secondary y-axis. It should be noted that in previous reports, only total prevention hours by program have been displayed.

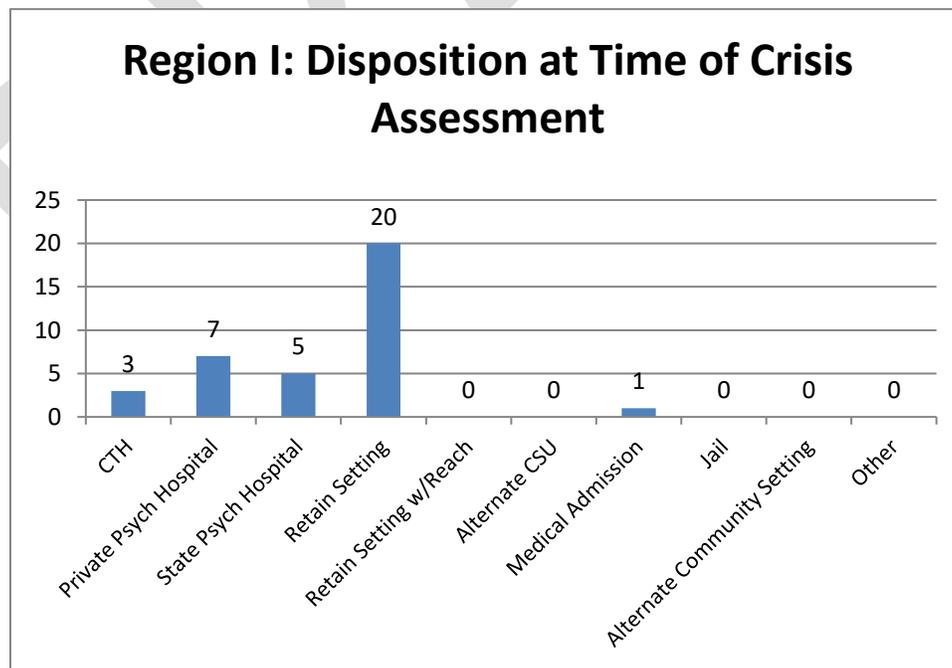


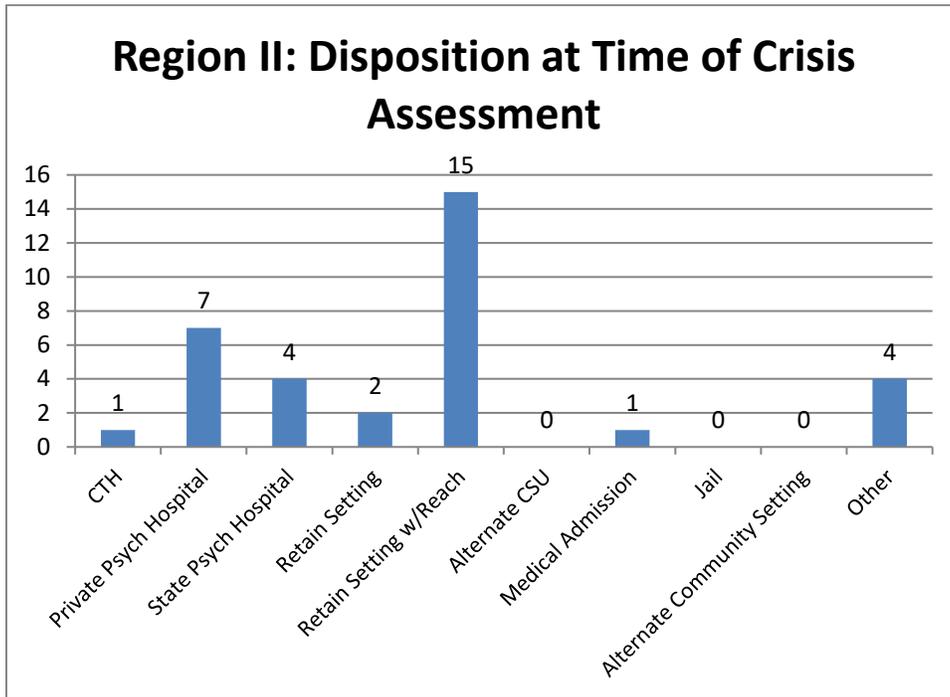
The total number of individuals receiving face-to-face prevention for FY23Q3 was 543. The total number of prevention hours provided by all programs in quarter three was 4744.5; a decrease from FY23Q2 at 5018.63.

Crisis Service Outcomes/Dispositions

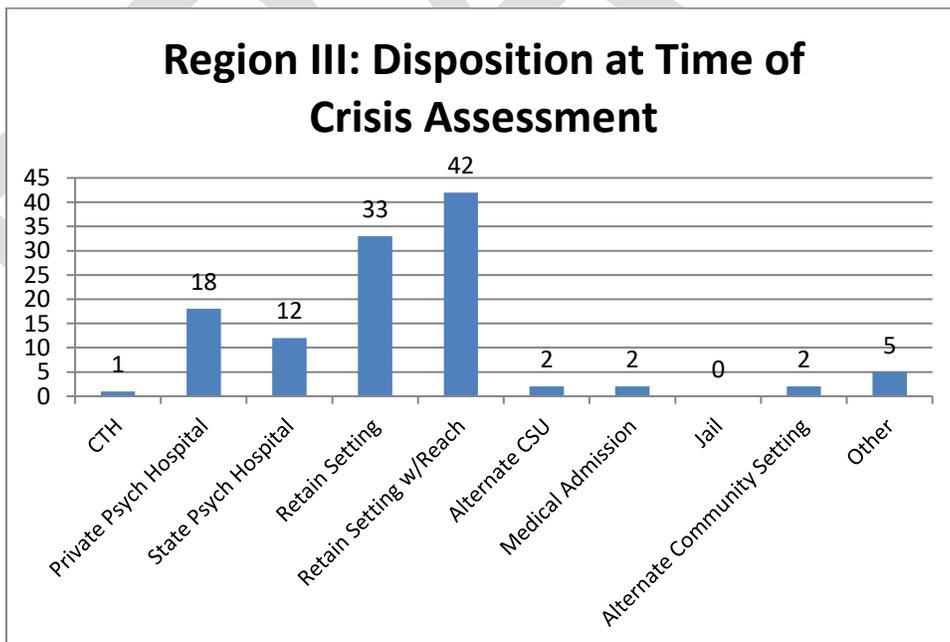
Maintaining residential stability and community integration is one of the primary goals of the REACH programs. Disposition data from three different perspectives are considered in this report. First, what is the outcome when a crisis assessment is needed? Second, what is the outcome when one is admitted to the CTH? Third, what is the outcome when mobile crisis or prevention supports are put in place to stabilize the situation and avoid the need for CTH admission, hospitalization, or some other disposition that involves disrupting the person’s residential setting?

For this quarter, 46.06% of the individuals receiving a crisis assessment were able to retain their original residential setting, 22.39% of individuals were able to retain their setting with REACH support, 1.92% were diverted to a CTH, 0.64% of individuals diverted to an alternate CSU or residential setting, and 18.34% were psychiatrically hospitalized in a private hospital, while 5.97% were hospitalized in a state psychiatric hospital, 1.49% were medically hospitalized and .43% (2 individuals) received alternative crisis supports. The following graphs display the outcomes of the crisis assessments across each regional program.

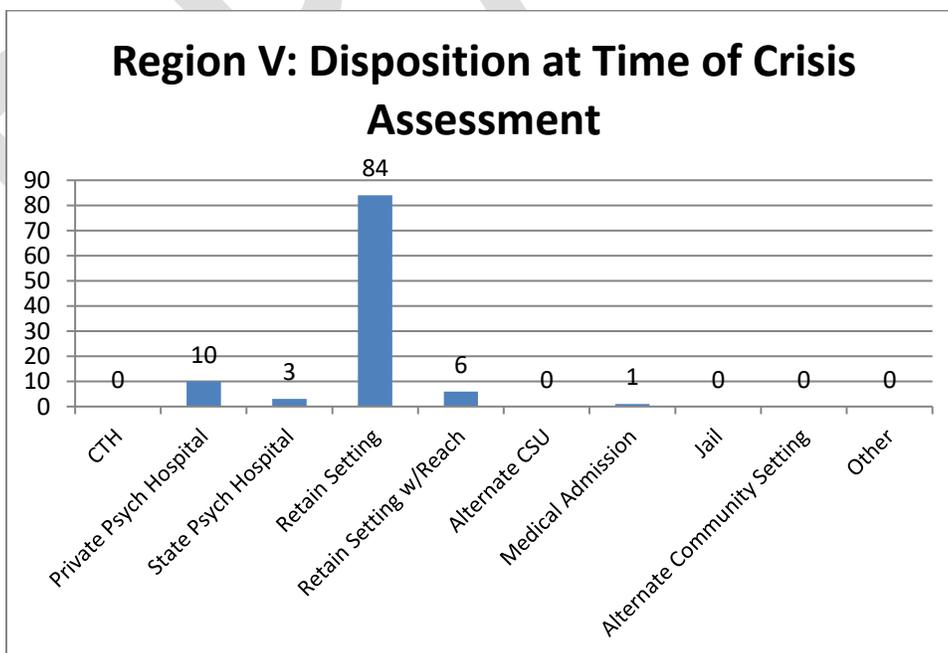
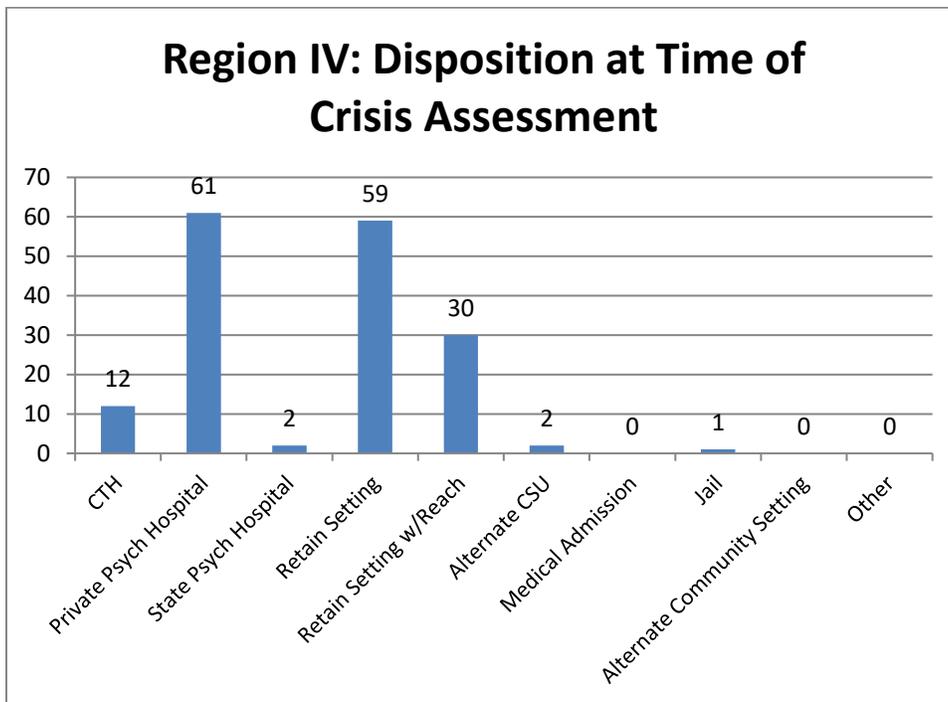




Other: Remained in ED/Refused REACH Services, Out of Region CTH Admission

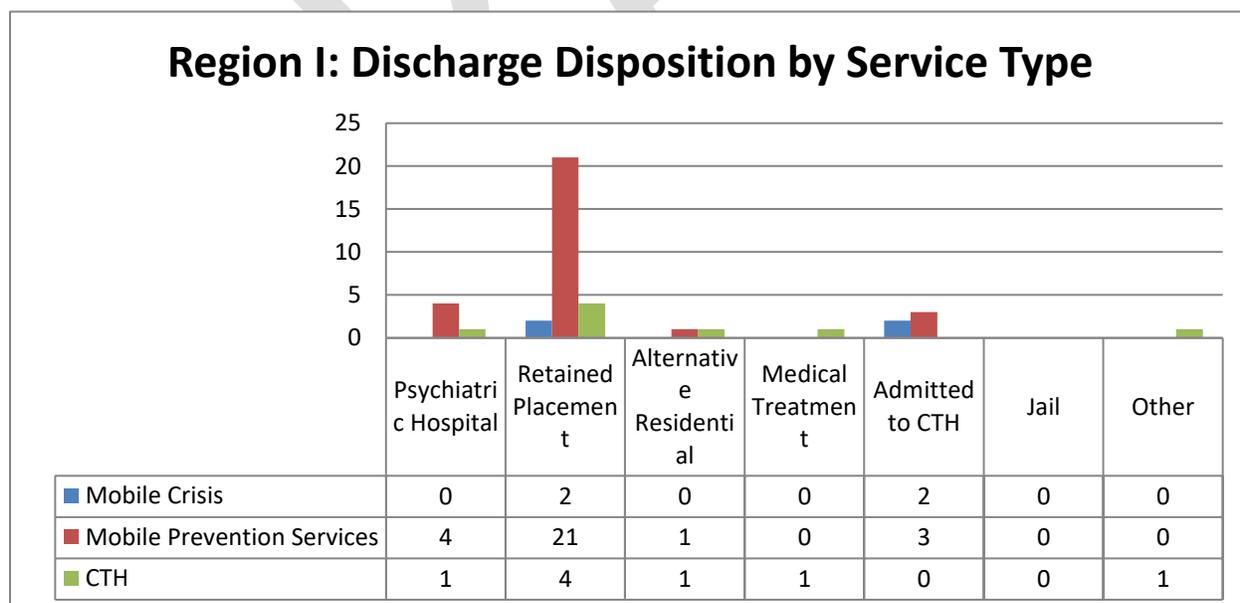


Other: TDO no placement, reassessed at a later date



Outcomes that are also of interest are those for individuals that have accessed REACH mobile crisis and mobile prevention services during the quarter in addition to the CTH. Similar to the preceding set of graphs, the following graphs provide a summary of outcome status for adults that accessed ongoing REACH services during the FY23 third quarter. Outcomes for individuals admitted to the CTH and discharged this quarter, including those admitted previously and discharged, 87.11% were able to return to their original residence or went to a new residence post discharge, 7.93% of outcomes for individuals at the CTH resulted in a psychiatric hospitalization, 0 were detained by law enforcement and the remaining individuals who had other outcomes include ATH admission, CTH or leaving without completing services. Ten guests remained admitted to regional CTH's at the end of the quarter. For all admissions receiving mobile crisis supports, 90% remained in their residence, 3% were psychiatrically hospitalized during the course of mobile services, and the remaining 7% remained admitted or had other outcomes. Based on reported data on the outcomes of adults in REACH mobile prevention services, 88.85% retained their setting or went to an alternative residential community setting, 8.24% were hospitalized, and 2.44% were admitted to the CTH and the other remaining individuals were identified as other.

The following graphs display the outcomes of the support services across each regional program. These charts also include outcomes for re-admissions and people carried over and discharged in the quarter.



Other: Still active in CTH

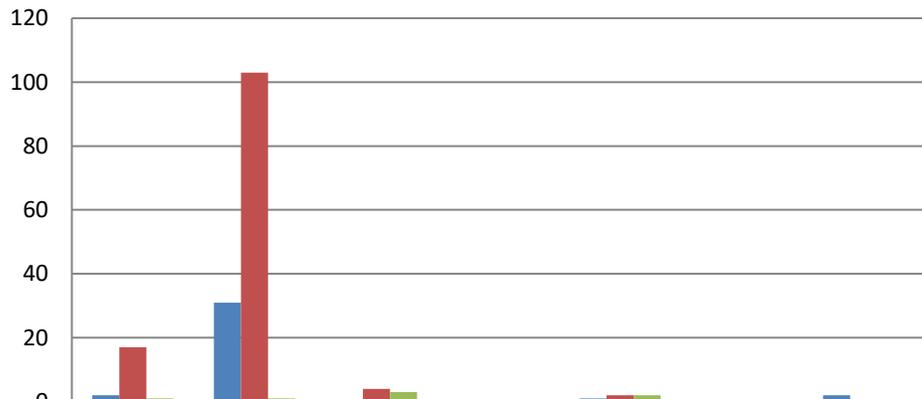
Region II: Discharge Disposition by Service Type



	Psychiatric Hospital	Retained Placement	Alternative Residential	Medical Treatment	Admitted to CTH	Jail	Other
■ Mobile Crisis	0	21	0	0	0	0	2
■ Mobile Prevention Services	0	95	1	0	4	0	1
■ CTH	0	2	1	0	1	0	4

Other: Still active in Mobile Supports and CTH, Moved out of State

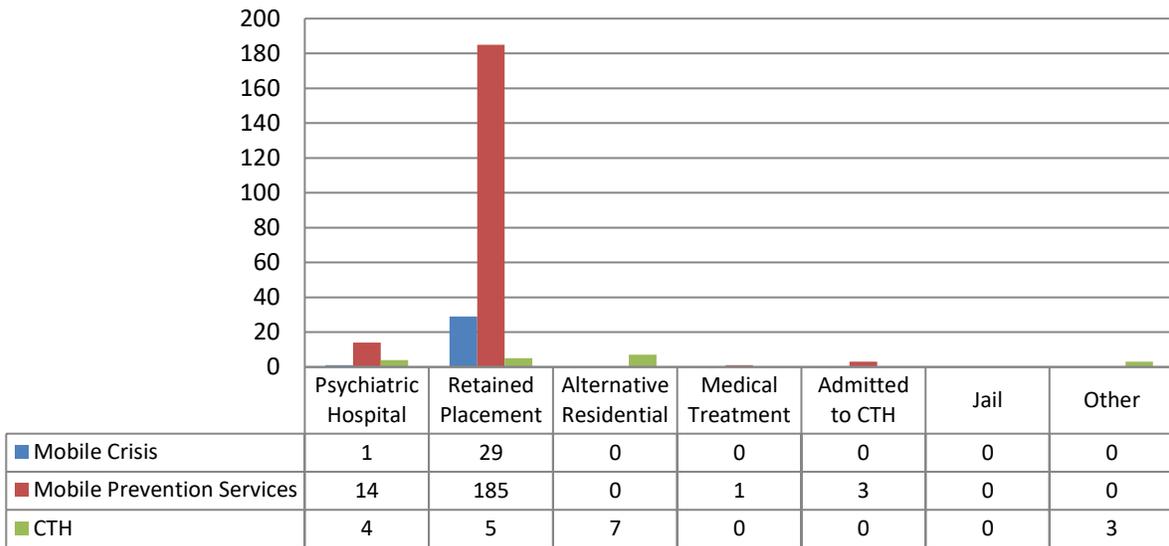
Region III: Discharge Disposition by Service Type



	Psychiatric Hospital	Retained Placement	Alternative Residential	Medical Treatment	Admitted to CTH	Jail	Other
■ Mobile Crisis	2	31	0	0	1	0	2
■ Mobile Prevention Services	17	103	4	0	2	0	0
■ CTH	1	1	3	0	2	0	0

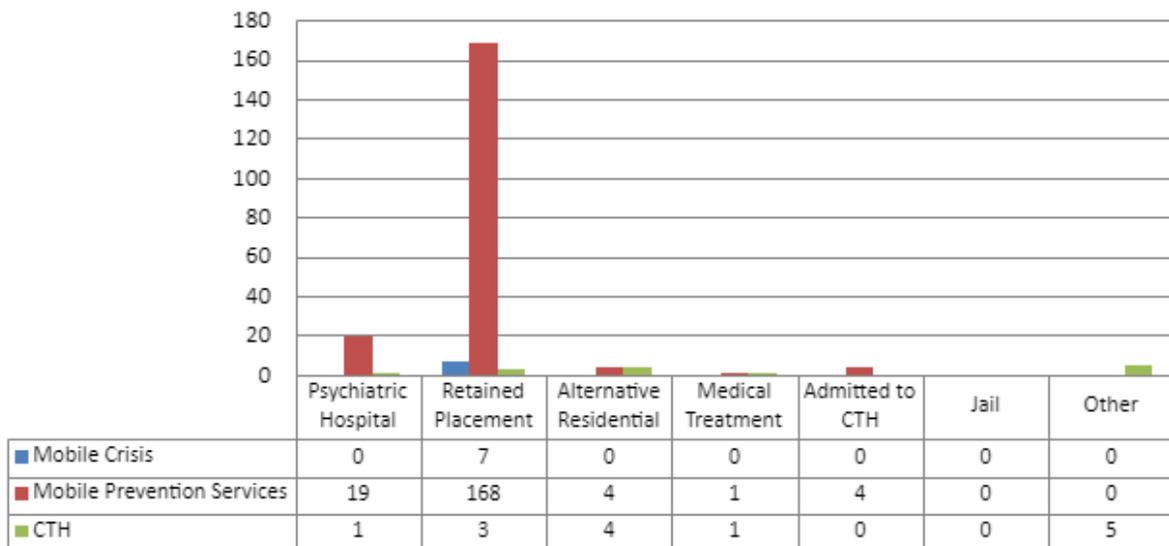
Other: Carryover and CSU

Region IV: Discharge Disposition by Service Type



Other: Still at CTH

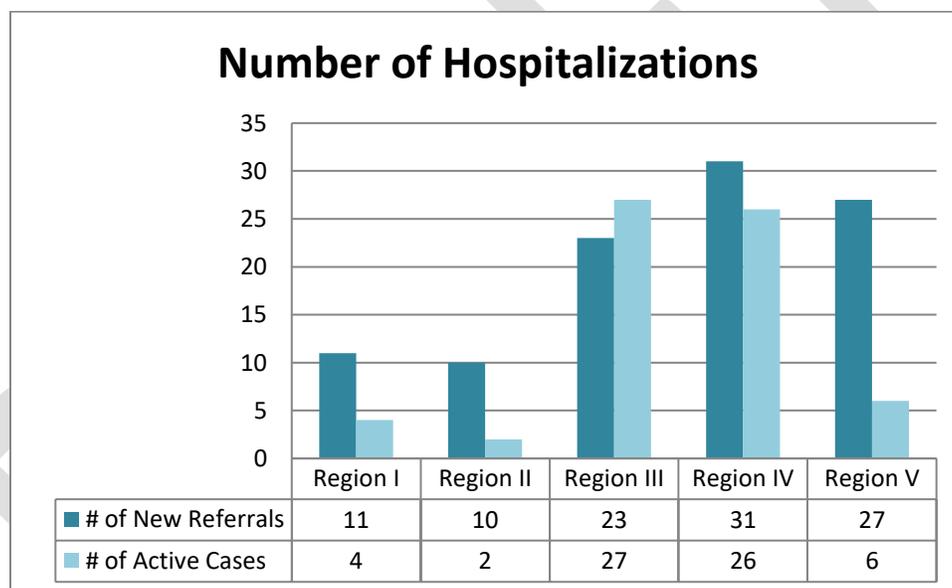
Region V: Disposition by Service Type



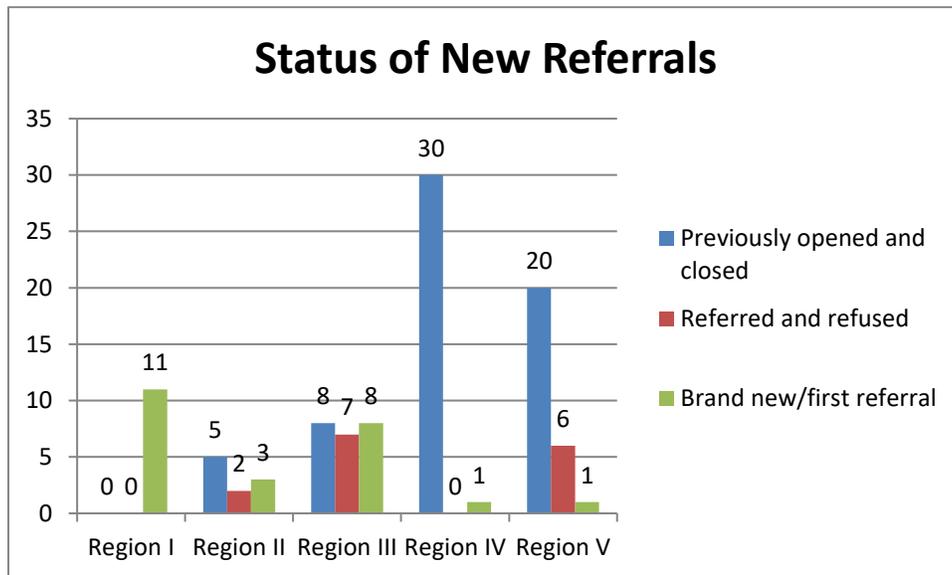
Other: 1 ATH, 4 Still Admitted

Hospitalizations

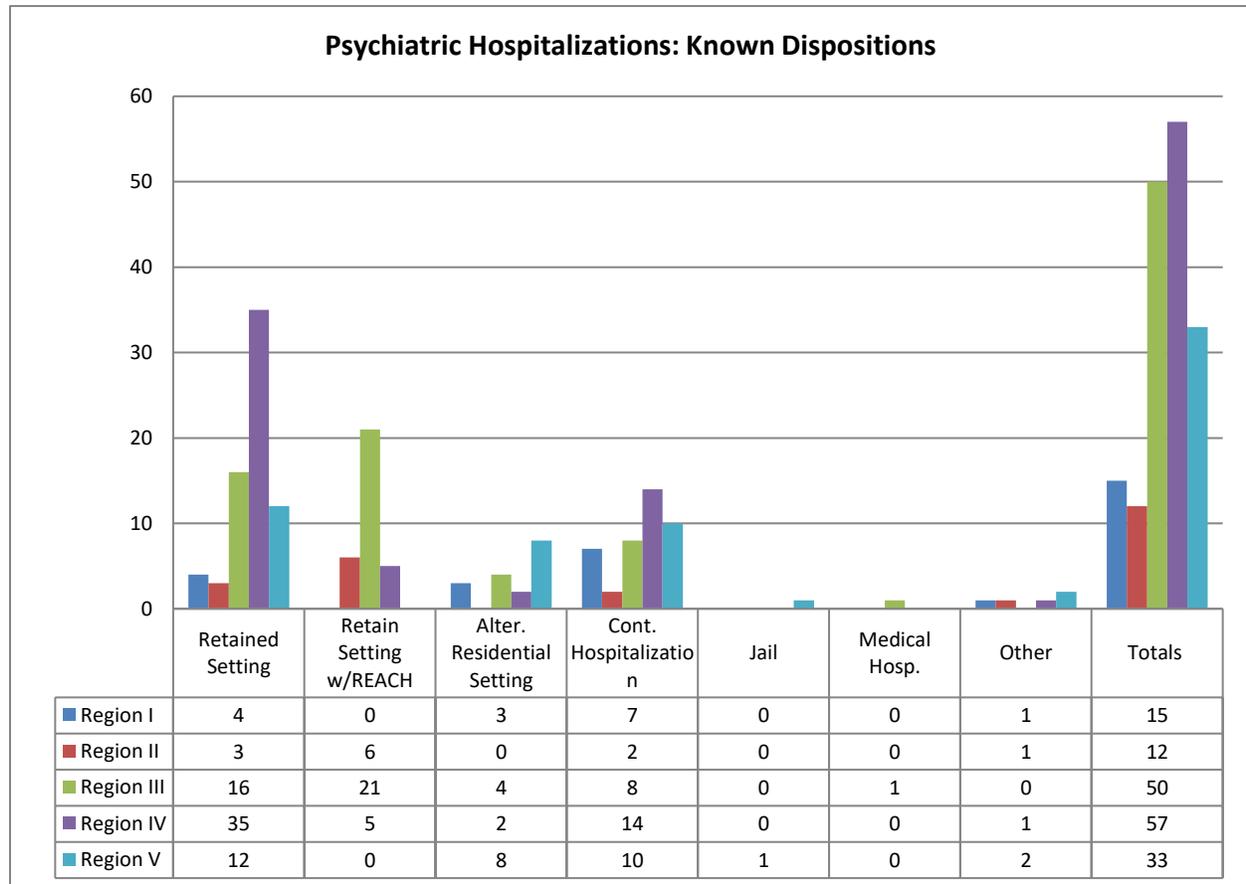
The next graphs provided are intended to supplement the information contained in the larger quarterly report. While the REACH programs remain actively involved with all hospitalized cases *when they are aware of this disposition*, they may not always be apprised that a REACH consumer has been hospitalized or that an individual with DD has entered inpatient treatment as evidenced by the difference in the number of assessments as compared to the number of admissions. While the process of notifying the REACH teams when a prescreening is needed has improved tremendously over the past few years, it remains the case that individuals are sometimes hospitalized without REACH being aware. REACH is active throughout all known psychiatric admissions, including attending commitment hearings, attending treatment team meetings, providing supportive visits, and consultation to the treatment team.



The programs are tracking new referrals according to whether individuals previously received supports through REACH and were closed, were referred but refused follow up services, or were first time referrals.



Sixty-One percent (61.07%) of all hospitalizations were “new referrals” to the REACH program. Of the **new** referrals to REACH that were hospitalized, 23.5% of the individuals were new to the program, 14.7% were referred to REACH but refused services, and 61.76% had been previously discharged (inactive) from REACH services. Of the known dispositions of the people hospitalized and discharged, 81% retained their original community home and 13.49% went to an alternative community setting, and .7% (1) went to jail. Refer to the chart on the following page for a more detailed breakdown of outcomes.



Other: CTH admission, Alternate hospital transfer

SERVICE ELEMENTS

Each of the five regional REACH programs provides an array of services to individuals enrolled. These services include prevention and education services, assessment services, and consultation services. The REACH staff also provide training to providers/families on the Crisis Education Prevention Plan (CEPP) developed during the guest’s stay at the CTH or when receiving mobile crisis services. In some instance the CEPP may not be updated as the plan may be clinically accurate as it may have been recently updated such as in the case of a readmission into service or a transfer of service (mobile to CTH admission) within the quarter. A compliance indicator target has been set related to mobile crisis services of *86% of families and providers will receive training in implementing CEPPs*. Excluding the CEPPs that did not require an update and a subsequent training, the combined REACH programs trained providers/families on 94% of the mobile crisis CEPPs this quarter. The data for Mobile crisis supports is as follows: Each region makes continuous attempts to schedule training and follow up into the next quarter for those who carry

over due to continued admission or admitting late in the quarter. Respectively Regions I through V completed the following percentages of the required training for mobile supports: 67%; 71%; 86%; 100%; and 100%. The reasons identified for those not completing training this quarter is as follows: Multiple included serviced ended at end of quarter and not due, teams or individuals declined training, medical admission, REACH errors, and still admitted to service.

The tables below summarize the services provided in each of the REACH program components.

Service Type: Crisis Stabilization (CTH)					
Service Type Delivered per Case	Region I	Region II	Region III	Region IV	Region V
Comprehensive Evaluation	0	1	3	15	8
Consultation	0	1	3	15	8
Crisis Education Prevention Plan	0	1	3	15	5
Provider Training	0	0	3	15	3

RII 1 individual moved out of state. RV CEPPs: 2 completed CEPPs prior, 1 premature discharge, Training: 1 premature discharge, 4 pending discharge

Service Type Provided: Planned Prevention (CTH)					
Service Type Delivered Per Case	Region I	Region II	Region III	Region IV	Region V
Comprehensive Evaluation	4	3	0	0	0
Consultation	4	3	0	0	0
Crisis Education Prevention Plan	3	1	0	0	0
Provider Training	3	1	0	0	0

RI 1 individual still admitted. RII individual still admitted

Service Type: Crisis Stepdown (CTH)					
Service Type Delivered per Case	Region I	Region II	Region III	Region IV	Region V
Comprehensive Evaluation	2	1	2	4	2
Consultation	2	1	2	4	2
Crisis Education Prevention Plan	2	0	2	4	2
Provider Training	2	0	1	4	2

R2 1 individual still admitted. RIII no provider yet identified at discharge

Service Type Provided: Mobile Crisis Support					
Service Type	Region I	Region II	Region III	Region IV	Region V
Comprehensive Evaluation	4	20	29	27	7
Consultation	4	20	29	27	7
Crisis Education Prevention Plan	4	18	25	27	3
Provider Training	2	15	25	27	7

R1: 1 pending discharge, 1 ended services R2 CEPPS: 2 carryovers, Training: 2 carryovers, 3 no response, R3: REACH error, R5: 4 - previous CEPPS developed

REACH Training Activities

In addition to the training REACH programs provide to their staff, REACH continues to expand its role as a training resource for the community of support for those individuals with DD. The REACH programs offered numerous training programs this quarter which enabled 1545 community partners to receive this training. This is an increase from 1355 in FY23Q2.

The table below provides a summary of attendance numbers for various trainings completed by the REACH programs. These trainings target the information needed by professionals in various work settings and are generally tailored to the specific needs of the audience. The training numbers listed in the table is in addition to the training provided to individuals and their respective support system.

Community Training Provided						
Training Activity	*Region I	*Region II	*Region III	*Region IV	*Region V	Totals
CIT/Police: #Trained	25	118	18	19	72	252
Case Managers/Support Coordinators	40	22	0	185	73	320
Emergency Service Workers: #Trained	0	46	2	51	43	142
Family Members: #Trained	0	79	0	1	2	82
Hospital Staff: #Trained	0	58	0	0	38	96
DD Provider: #Trained	0	133	4	98	152	387
Other Community Partner: #Trained	0	10	103	57	96	266
Totals	65	466	127	411	476	1545

*Duplicate counts with Children for training in all regions.

Summary

This report provides a summary of data for the regional adult REACH programs for the third quarter of fiscal year 2023. In keeping with the DBHDS' vision, all five of the programs continue to focus on mobile crisis and prevention work with adults and outreach with the systems that support these individuals. DBHDS began training the system of providers including REACH for adult mobile crisis to support training to enhance staff clinical skills this quarter. The Department continues to review the consistency of clinical practice, training requirements, and documentation across all of the REACH Programs. During FY23Q3 the REACH regional programs continued to experience the impact of COVID and the national staffing shortage inclusive of both recruiting and retention of qualified staff. All programs are actively recruiting for qualified DSP, CSP, QMHP, LMHP types and nurses. The programs continue to work to retain those qualified and veteran staff within the programs. The combination of staffing shortage and COVID cases have resulted in temporary census changes to ensure REACH programs are meeting licensing requirements for those requiring an increased level of care during their admission for crisis services. Telehealth continued to be utilized for some level of crisis calls with all five regional programs developing a plan to return to in person, face to face response.

The Department remains committed to fulfilling its mission to have a continuum of qualified care for adults with developmental disabilities and their families across the Commonwealth.